(e) Introduction of PCM systems, optical fibre and digital microwave system for inter exchange junctions.

(f) Introduction of AMA for electro-mechanical exchanges.

2. External Plant:

(a) Laying of underground cables in ducts.

(b) Pressurisation of paper core underground cables.

(c) Use of jelly filled PVC insulated underground cables.

(d) Use of improved terminations by introduction of terminations by insulation displacement method.

(e) Replacement of old fault prone cables.

(f) Use of insulated dropwire with proper accessories.

3. Computerisation of services:

(a) Fault Repair Service.

(b) Financial Management system including commercial and billing activities.

4. Opening of additional computerised customer service centres/Quick Customer Service Centres.

5. Increased access to telephone by opening:

(i) Additional Public Telephones for Local and STD calls on liberal basis.

(ii) Additional Telecom Centres.

6. Improved Customer Interface:

(a) Easy accessibility of officers: In a large network some customers may have their problems which have not got attended to satisfactorily. It is to resolve such problems that all field officers are available to meet the customers from 3 P.M. to 4 P.M. on all working days. The customer can also see the Area General Manager during the hours with prior appointment on all working days except Friday when they are available between 10.00 to 13.00 hours without any prior appointment.

(b) Conduction of Open House Sessions/Customer's meet:

Open house Sessions are held at different levels to apprise our customers of our development plans. This also provides a forum for interaction with customers to know their observations about service and inform customers about what all is being done by MTNL to extend satisfactory service.

(c) Conduction of Telephone Adalats: In addition telephone adalats are regularly held once in every quarter to provide on the spot redressal of grievances pertaining to service, billing, etc.

Revamping of Postal Services

78. DR. SANJAYA SINH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government's attention has been drawn to the recommendations made by the Social Audit Panel for revamping postal services, as reported in the Hindustan Times, dated the 17th June, 1993 under the headline: "Stress on revamping postal services";

(b) if so, the details thereof; and

(c) what action Government propose to take in the matter?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) The main recommendations of the Panel with reference to the items reported in the Hindustan Times dated 17-6-93, are indicated in the enclosed statement. *(see below)* :

(c) The recommendations of the Social Audit Panel have been discussed by the higher level management with the Social Audit Panel. While recommendations such as facelift of postal premises, modernisation of postal services, improvement of postal stationery, promotion of pincode have been accepted and are also

being implemented the Department has taken note of other recommendations. Implementation will depend on feasibility and availability of resources.

Statement

Details of the Recommendations made in the Hindustan Times dated 17-6-1993.

Sl. No.	Nature of recommendations made in the news item.	Item Numbers of the reports of Social Audit Panel.	Details of recommendations made b the Social Audit Panel.
1	Post should be allowed to avail funds in pipeline to generate bank rate interest.	Item No. 4 (II) Action Report No. III.	The Postal Department should l allowed to credit all such mon order collections separately so th it could generate interest at bar rate to meet its expansion an development programmes with r gard to its main line functions.
2	Untapped funds in the Postal Savings Accounts to be allowed to be used to operate Postal Bank.	Item No. 3 (II) Action Report No. III	It has been suggested that if the Gov for its own compulsions could nt allow the conversion of the entir present Savings Bank operation into normal bank, it should allo at least 15 to 25 percent of th total collections from Saving Accounts to operate a Postal Bank
3	Urgent need for a face lift of Postal premises their furniture and storage systems and improvement of stationery.	Item 3.16 Action Report No. I	Cleaning up of the post office buildings spriving up their furniture an improvement in public information infrastructure has been suggested
		Item No. 12 (III) Action Report No. III	There is a need to re-examine the size design and quality of postal stationc particularly foreig going.
4	There must be mandatory provisions too for postal mail centres and premises for Post Office in all new urban developments.	Item No. 5 (III) Action Report No. III	There is a need to allocate space fo post offices and share the revenu generated with postal Departmen by the Developmental Agencies.
5	There is a need for modernisation of postal services.	Item No. 7(III) Action Report III.	There is a need for a single counter approach to avoid public convenienc
6	There is a need for technology adoption.	Item No. 11 (II) Action Report No. III	The Panel has recommended higher priority for technology adoption schemes like establishing statellite net work for some postal services maintenance of Franking Machines Weighing Scales.
7	Promotion of use of Pin Code.	Item No. 3.3.0 Action Report No. 1	Special efforts such as Pin Code Directories in local langugees should be undertaken to popularise Pin Code.

1	2	3	4
8	Facing competition with private couriers.	Item No. 6 (II) Action Report No. III	The Postal Department should be allowed, irrespective of anything else, enough operational flexibility and independence in such a way that it could be accountable for its responsibilities and be competitative enough.
9	Decline in Postal traffic by 12% since 1988-89.		There is no such recommendation made earlier. It is not correct that the postal traffic has reduced rather it is increasing.
10	Classification of various mails. There are new demands for services on account new needs like corporate mail.	Items 2,3 (III) Action Report No. III	There is a need to clarify the status of Book Post Mail-removal of restriction of hand written message, removal of exemption from liability responsibilities and enhancement of ex-gratia compensation.
11	There is no addition in the number of persons on the job at any level for collection and delivery of mail.	Item No. 3.1.1 Action Report No. I.	A small task group should draw out perspective plan for dealing with special requirement of industria townships/suburbs/corporate section
		Item No. 3.10 Action Report No. 1	There is a need to redeploy the personnel in certain urban centres where there has been some curtailment in the frequency of daily mail.
12	Increase in the deficit of earnings and expenses.	No such earlier recommendations.	The deficit is because the department has to provide services at rates below the cost.
13	Induct Professionals on its senior staff.	Do.	
14	There is a need to change in the name of Postal Services Board.	Item No. 2 (II) of Action Report III	There is a need to functional and financial independence to the Postal Department and in turn the Postal Board should function in lot more colesion and with better coordination that at present.

Research done by Telecom Research Centre

79. DR. SHRIKANT RAMCHANDRA JICHKAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the areas in which research is being done at the Telecom Research Centre;

(b) what is the total amount of expenditure incurred by Government on the T. R. C.; and

(c) what has been the extent of savings or commercial benefits to Government for the research done by the T. R. C.?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM: (a) to (c) The original Telecom Research Centre (TRC) under Department of Telecommunications set up in 1956 continued till 1988. Thereafter, the TRC was bifurcated into "TRC Society" and "Telecom Engineering Centre (TEC)". The TRC Society was, entrusted with exclusive development of Transmission systems. The TRC Society, subsequently, was merged with Centre for Development of Telematics in 1989, which was doing R&D activities in Switching since its inception in August, 1984.